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Service Support – Service Desk Function

DEFINITION

Service Desk Function Definition - This function is the single point of contact between users and IT Service Management. Tasks include handling incidents and requests, and providing an interface for other ITIL processes. The primary *functions* of the Service Desk are incident control, life cycle management of all service requests, and communicating with the customer.

GOALS

- *To improve business activities and drive service improvement
- *To be the primary contact point for all calls, questions, service requests, complaints, compliments, and remarks
- *To manage the incident lifecycle

BENEFITS

- *Business impact of failure minimized
- *Increased user satisfaction
- *Service availability improved
- *Proactive (cultural shift)
- *Consistent (driven by strong procedures)
- *Costs reduced

FUNCTION ACTIVITIES

- *Provide business support
- *Manage the incident lifecycle
- *Manage service requests
- *Manage user relationships
- *Communication (two way channel)
- *Maintain information quality
- *Produce management information

KEY PERFORMANCE INDICATORS

- *User satisfaction
- *Workload analysis
- *Event type and frequency

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TOOL REQUIREMENT CONSIDERATIONS

- *Integrated Service Management Systems
- *Operations/Event Management Systems
- *Multiple screens
- *Advanced telephone systems
- *Headsets
- *Interactive Voice Response Systems
- *Electronic mail

- *Internet/Intranet
- *Fax Servers
- *Pager systems
- *Knowledge and search diagnostic tools
- *Automated operations tools
- *Network management tools
- *PC remote control software

POSSIBLE COSTS

- *Cost of trained and effective staff
- *Cost of having enough people to react properly
- *Cost of tools/equipment to aid effectiveness and efficiency
- *More expensive if not done properly
- *Loss of business time

REVIEW DATES

- *Date Last Reviewed: January 2008
- *Next Review Date: January 2009

KEY INTERACTIONS WITH OTHER DOMAINS

The Service Desk is the single point of contact for all user communications. The Service Desk must actively communicate with all domains, disciplines, process owners and managers and relate information back to the customer.

REFERENCE

For More Information: <http://www.best-management-practice.com/bookstore.asp?FO=1230360>